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ABSTRACT

The 48 abstracts in the Project SHARE bibliography deal with the use of computerized information systems in day care, education, public assistance, and mental health and local government settings. Effects of standardization on human services and issues of privacy and confidentiality are two of the important questions raised by these documents. Projects and pilot programs of varying success are presented, along with analyses of the benefits reaped and the problems encountered. In addition to computerized data systems, other forms of information dissemination--"talkback radio," referral directories, and interactive cable television--are discussed. The bibliography, which provides a representative but not exhaustive sampling of the topic, is divided into three sections: the abstracts with full citations arranged alphabetically by author, a listing of personal or corporate authors, and an index of titles.
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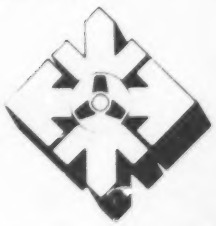

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Introduction

Computers are not necessarily instruments of depersonalization. Properly used, computerized information systems can insure that human services clients receive better care by providing managers and practitioners with more accurate data on which to base treatment, planning, and administrative decisions. Duplication of services can be eliminated, and demands for accountability can be more easily satisfied.

The abstracts in this Project SHARE bibliography deal with the use of computerized information systems in day care, education, public assistance, community and mental health, and local government settings. Effects of standardization on human services agencies and issues of privacy and confidentiality are two of the important questions raised by these documents. Projects and pilot programs of varying success are presented, along with analyses of the benefits reaped and problems encountered. In addition to computerized data systems, other forms of information dissemination—"talkback radio," referral directories, and interactive cable television—are discussed.

This bibliography provides a representative sample of the available literature on this topic and is not an exhaustive listing of all the existing documentation to be found either in the SHARE data base or elsewhere.

Information Systems for the Human Services

Adler, Michael and Du Feu, David
Technical Solutions to Social Problems: Some Implications of a Computer-Based Welfare Benefits Information System.
1977, 17p
SHR-0C06762 *Pub. in Jnl. of Social Policy v6 n4 p431-447 1977.*

A description is given of a British project that incorporated a computer-based information system that provided individuals who supplied details of their financial and other household circumstances with personalized information about their entitlement to a wide range of government benefits. The primary purpose of the project was to increase program participation for those entitled to receive benefits. The information system was a technical success in that it calculated comprehensive assessments of probable entitlement to benefits for large numbers of people. The project's information gains suggest the development of a national network of advice centers that would provide comprehensive information about entitlement. An interactive version of the program could insure that information about probable entitlement is provided rapidly. The intention would be that this enhancement of people's knowledge of their rights would enable them to take fuller advantage of available benefits and services. Although the project was a technical success, it failed to produce greater entitlement program participation because of the small proportion of people who used it and the low percentage of users who went on to claim the benefits to which they were entitled. This failure to generate participation may have been due in part to organizational shortcomings or political ineptitude, but it may have also been due to the reluctance of persons to participate in means-tested (based on income level) entitlement programs. The results of this experimental project show the improbability of being able to deal with a complex social behavioral problem by a single innovation, no matter how technically sophisticated and competent. The benefits included in the information system are appended, and tabular data and footnotes are provided. *Earlier version presented to 'Computing and People '76,' a conference on human factors in computing, held December 20-22, 1976 at Leicester Polytechnic.*

Atkins, G. Lawrence
Human Services Coordination Alliance, Inc., Louisville, KY.
Department of Health, Education, and Welfare, Washington, DC.
Human Services Information System: Procedures for the Acquisition and Maintenance of Secondary Data Bases.
30 Jun 79, 79p Executive Summary available from PROJECT SHARE
SHR-0003592 *Available NTIS PC $9.50/MF$3.50*

This report examines how the Human Services Coordination Alliance of Louisville and Jefferson County, Ky., responded to the decisionmaking needs created by the conversion of several Federal categorical grant programs into block grants. These block grants vested planning and allocation decisionmaking authority in the hands of State and local officials. The development of a consortium information system, known as the human services information system, has increased the accessibility for planners and managers to acquire information needed for program planning, grant proposal writing, and management. The system has incorporated existing data bases into a shared data base available to consortium participants. So far, this system has produced reports on statistical profiles

of small areas, documentation of trends in social conditions and the delivery of human services, identification of factors related to the development of social conditions, and comparisons of the demand for and the use of services. The development of such a system must be based on an inventory of existing data bases for the purpose of screening and assigning priority to data bases for incorporation into the shared data base. Access to the data base must take into account the need to protect the confidentiality and privacy of information. Special attention has to be focused on data base maintenance and proper use. A sample of an agreement between the Human Services Coordination Alliance and a participating agency; a summary of the principles and procedures related to privacy, confidentiality, and security; a list of the system's data bases; and a chart showing updated contracts and procedures through June 1979 are appended.

Bieber, Patricia; Townley, Charles and Wittig, Glenn R.
Michigan Univ., Ann Arbor. Center for the Study of Higher Education.
Management Information Systems, 1972-1975: An Annotated, Multi-Disciplinary Bibliography of Introduction Strategies, Impact, and Evaluation Factors with Special Focus on Higher Education Applications.
Oct 76, 43p
SHR-0001461 *Available from Mrs. Mary Vance, Editor, Council of Planning Librarians, P.O. Box 229, Monticello, IL 61856, Exchange Bibliography No. 1147.*

Writings relevant to management information systems in programs of higher education are cited in an annotated bibliography. The writings either deal specifically with the operation of a management information system within a higher education context or cover such subjects as introduction strategy, impact, or evaluation, and therefore have possible bearing on the assessment of a management information system in higher education. Introduction strategy includes policy formation, initial decisionmaking processes involved in introducing a management information system, and actual steps in implementing a system. Impact refers to the effect of a management information system on individual and organizational roles and processes. Evaluation covers all means of assessing the system. Excluded from the bibliography are general works on organizational behavior, general works on management information system theory and design, and strictly descriptive materials. A detailed account of the scope of the bibliography and the search strategy is included. A brief overview of management information systems literature precedes the listing. Ninety-three articles, books, and dissertations are cited.

Boston Coll., Chestnut Hill, Mass. Graduate School of Social Work.
Administration for Public Services, Washington, DC.
National Social Services Definition Project. Information System Design. Preliminary rept.
Apr 78, 19p
SHR-0003022 *Available NTIS PC$5.00/MF$3.50*

A description is provided of a six-level information system designed to process complex qualitative and quantitative data elicited from the States concerning the relationship between State Title XX services as provided and the taxonomy of social services suggested by the National Social Services Definition Project. The system is intended to process data for which the relationships and interrelationships of interest are of primarily a qualitative nature, e.g., the relationships between social service taxonomies across and between States. A flow chart outlines the various levels of processing from raw input through the production of final reports. Data which are primarily static, infrequently introduced and not updated, enter the files at level I. At level II locations, data are introduced on a continuous basis, either as they originally become available or as they are updated. Level III locations are positions in the system where input data are checked and restructured for entrance into the storage files. At level IV, five direct access system service files are provided, four to contain lists or tables of qualitative descriptors and one to contain interview data obtained from Title XX planners. Level V is the point at which the data are entered into a series of programs written to produce Title XX reports, including State profiles, national summary data reports, and selected detail reports for each project category. The Title XX report series itself is produced at the final level, corresponding to the programs developed at the preceding level. Sample file printouts are appended. *See also related documents, SHR-0003024 - SHR-0003026.*

Bowers, Gary E. and Bowers, Margaret R.
PROJECT SHARE (HEW), Rockville, Md.
Cultivating Client Information Systems.
Monograph
Jun 77, 323p
SHR-0100501 *Available NTIS*
PC$23.00/MF$3.50

This study was conducted to benefit communities, organizations, and other instrumentalities who are involved in the development of a human service information system. It attempts to consolidate the major findings from experiments with human service information systems. Human service programs have been expanded to assist particular target groups such as the aged, children, or minorities, and they are directed at resolving such problems as drug abuse, alcoholism, and mental retardation. A framework for viewing human service information systems is provided that describes the various functions of the service delivery process and relates these functions to information subsystems common to the various categories of information systems. Client information systems encompass the following subsystems: client identification, intake and eligibility, client tracking, purchase of services, direct delivery, service arrangements, goal setting, units of service, and resource information. Categories of client information systems are identified as social service information, information and referral, multiservice information, and target group information systems. Key points that relate to the development of any human service information system are enumerated; and lessons learned relative to the categories of client information systems pertain to system control and policy, system plans, system design, output utilization, documentation, training, confidentiality, common language, system transfer, State-administered versus county-administered systems, nonintegrated versus integrated systems, purchase of services, advisory committees, impact analysis, resource directories, public communication, age-integrated versus age-segregated systems, walk-in versus telephone access, the use of volunteers, consensus building, categorical programs, and agency information requirements. Abstracts of client information system documents are included. *Number 5 in Project SHARE's Human Services Monograph Series.*

Brownstein, Charles N.
Interactive Cable TV and Social Services.
978, 6p
SHR-0006782 *Pub. in Jnl. of Communication v28 n2 p142-147 Spring 1978.*

This paper presents the history and design of the National Science Foundation (NSF)-supported cable television projects at Spartansburg, S.C., Rockford, Ill., and Reading, Pa. Each of these projects was a self-contained program of research on particular applications and technologies concerning cable television (CATV). Taken together, they involved a widely varied, broadly representative mixture of likely technical configurations, social services, and service delivery organizations. In addition, they employed a variety of research design philosophies and analytic methods. The projects were required to (1) have a commercial system which could be made two-way operational by late 1975 with minimal support for new equipment, (2) show evidence of congenial local service providers and franchising authorities, and (3) outline a convincing configuration of applications. One of the goals was to see how effective two-way CATV could be in aiding in social service delivery. Substantive and methodological differences among the projects allowed a variety of useful contrasts, such as differences in simple and complex technology, type of programming, and type of audience. The article notes that the applications were far more complex to organize and analyze than were the technologies, that both the point-to-point and studio-to-many-point applications were technically workable, and that the "general" information programs in Reading have proved so useful to the community that the system will be self-financed in the future. Finally, the evaluation strategy adopted was based upon a conscious decision to produce resarch findings useful to service delivery agencies, commercial CATV system owners, city governments responsible for setting franchise requirements, and Federal telecommunications decisionmakers. A table and footnotes are supplied.

Burton, Richard M.; Dellinger, David C. and Damon, William W.
Making the Area Agencies on Aging Work: The Role of Information.
Aug 79, 11p
SHR-0006774 *Pub. in Socio-Economic Planning Sciences v14 n1 p1-11 1980.*

This paper examines the relative importance of budgetary control and planning information to the effectiveness of Area Agencies on Aging (AAA's). These agencies are charged with planning and coordinating services to the elderly and with deciding on the services to be produced by service providers. Critics have claimed that the AAA's are doomed to failure because they do not control the budgets for the services they coordinate. The analysis performed here, however, demonstrates that planning information is the crucial factor in the effective performance of AAA's as centers of information and analysis, either with or without budget control. The analysis is performed by considering four different situations representing the four possible combinations of budgetary control/no budgetary control and planning information/no planning information within the context of the AAA service delivery system. It is assumed that effective planning cannot be accomplished without planning information. Formal planning models show that effective planning can be accomplished with or without budgetary control. Concluding recommendtions are that AAA's should direct their attention to developing and formalizing systems to gather and analyze planning information and to formulating common, acceptable operational objectives for the service providers, rather than battling to obtain budgetary control. The AAA's need information on the status of the elderly in their planning and service area, on the social preferences of the community they serve, and on the impact of selected

services on the status of the elderly. Lodged in local governmental units and tied to community groups, the AAA's are in an ideal position to seek this type of information on social preference. Twenty-three references are given. Charts, mathematical formulas, data tables, and footnotes are provided.

Cobb, Charles W.
Connecticut Dept. of Mental Health, Hartford. Information Systems Div.
Problems and Principles in the Development of Management Information Systems.
1977, 18p
SHR-0002329 *Pub. in International Jnl. of Mental Health v5 n4 p103-120 1977.*

Major difficulties encountered by the Connecticut Department of Mental Health in the development of a management information system are categorized as technological (science of mental health service delivery, measurement technology, management science, and computer technology), psychological (anxieties and value conflicts), rational (structure, information overload, and fiscal reality), and political. Problems that may impede the development and use of management information systems are identified, and principles that may be employed in the resolution of these problems are advanced. In a simplistic approach to management information system development, minimal resources are required, but the result is often limited information and problem avoidance. Complex approaches are expensive but can result in more extensive, focused, and useful information directly confronting a problem. A schematic of the data base for the mental health information system in Connecticut is provided. Intraorganization support services (fiscal management, personnel management, and program planning and evaluation), individual-oriented services (screening, problem evaluation, and treatment), and community-oriented services such as public information and education are significant elements in the data base. Illustrations of the pyramid approach to output report design and a discussion of the environmental conditions to be met if management information system development is to be successful are included.

Cohen, Stanley H.; Noah, James C. and Pauley, Ann
West Virginia Univ., Morgantown.
New Ways of Looking at Management Information Systems in Human Service Delivery.
1979, 9p
SHR-0003560 *Pub. in Evaluation and Program Planning v2 p49-57, 1979.*

Functional aspects of a management information system (MIS) in human service delivery agencies are critically examined from the viewpoint of a behavioral systems analysis model. The model distinguishes between an MIS as an information gatherer and as a system to control agency behavior and administrative decisionmaking. Although an MIS often assists human services agency personnel in meeting information reporting requirements, facilitates recordkeeping, centralizes information collection efforts, and increases intra-agency data distribution, unexpected consequences of MIS use can occur. Clerical staff levels must increase to support the significant amount of paperwork generated by a computer MIS. Furthermore, mechanization through the use of computer hardware does not

guarantee improved management functions. For an MIS to be beneficial in meeting objectives other than reporting requirements in the field of mental health, it should be conceptualized as more than an information processing and reporting system. Analyzed from a behavioral standpoint, the functional aspect of an MIS assumes priority. Outcomes of human services and contingencies affecting how these outcomes are defined or measured represent important considerations for agency decisionmakers when contemplating the role of information systems. The decision to implement an MIS should depend on the (1) extent to which the system fulfills information requirements of an agency, (2) extent to which the system exerts control over the decisionmaking process of an agency, and (3) cost of the system relative to alternative systems of information gathering. An illustration of MIS development within a behavioral framework is presented, with data on the behavioral MIS included. References are cited.

Comptroller General of the United States, Washington, D.C.
Developing State Automated Information Systems to Support Federal Assistance Programs: Problems and Opportunities.
26 May 78, 71p
SHR-0002643 *Available from U.S. General Accounting Office, Distribution Section, P.O. Box 1020, Washington, DC 20013.*

The adequacy and timeliness of assistance provided by selected Federal agencies to States for developing automated information systems to support Federal assistance programs are evaluated in this review conducted by the General Accounting Office as of 1977. Federal assistance to State and local governments amounted to an estimated $75 billion in 1977. This assistance was provided through about 1,000 programs administered by over 50 Federal departments and agencies. The Office of Management and Budget Circular A-90 provides guidance to Federal agencies for cooperating with and assisting State and local governments in the coordinated development and operation of information systems. It is stated that the full benefits of automated information systems are not being realized and that there is a need for effective Federal agency efforts to manage system development. Recommendations to improve the effectiveness of the assistance process are made. Further information on the scope of the General Accounting Office review is contained in appendices.

De Vries, J. L. and Perry, B. H.
Systems Approach to Health Insurance Policy Information. A Preliminary Taxonomy of Health Insurance Issues, Program Options, Problems and Solutions.
1979, 14p
SHR-0006776 *Pub. in Socio-Economic Planning Sciences v13 n3 p127-140 1979.*

A methodology is proposed for assisting health insurance policy analysts by developing a systems approach to health insurance information and literature. The general approach is to supply a link between the quantitative and qualitative information available and the analytic needs of policy analysts. Although much information is available, traditional cataloging and indexing techniques do not adequately meet the information needs of the policy researcher and analyst. The most important issue is knowledge of the interrelationships between program options in terms of expected results in a wide range of settings. The key element of the approach used is the concept of an information

frame, in which health insurance is considered as systems of issues, program options, problems, and solutions for which interrelationships are explicitly defined. This approach would initially provide qualitative identification of these interrelationships and make them available via a machine-readable taxonomy of components. With substantiating literature references, preliminary work on the building of the taxonomy is based on 7 major health insurance issues. Over 70 program options, 325 problems, and 350 solutions have so far been identified for 170 of the problems. The major health insurance issues are to promote access to medical care, reduce both direct and indirect financial burden of illness on the consumer, promote efficient remuneration to providers, promote containment of overall cost of medical care, secure appropriate medical care, and promote preventive health care. The implementation of this methodology would provide analytically structured information for policy analysts in a format not presently available. The multicountry information to be included would allow consideration of alternatives which might otherwise be neglected. The system would improve an important element of the analytic process and reduce the lead time required for inquiries by health insurance policy analysts, legislators, health planners, and administrators. Tables, figures, and 32 references are provided. (Author abstract modified)

Department of Housing and Urban Development, Washington, D.C. Urban Information Systems Interagency Committee.
Local Government Information Systems: A Study of USAC and the Future Application of Computer Technology.
1976, 59p Executive Summary available from PROJECT SHARE
SHR-0000923 *Available from Committee on Telecommunications, National Research Council, 2101 Constitution Ave. N.W., Washington, D.C. 20418.*

The application of computer technology at the local government level is discussed, based on work of the Urban Information Systems Interagency Committee (USAC) that was formed in 1968 and involved 10 Federal agencies. The USAC program provided grants to six municipalities to develop integrated, computer-based information systems that would automate selected municipal functions, primarily in the area of service delivery and provide data for management decisionmaking. The following cities were involved in the information system development program: Charlotte, N.C.; Wichita Falls, Tex.; Dayton, Ohio; Long Beach, Calif.; Reading, Pa.; and St. Paul, Minn. The study methodology is described, and the origins of USAC are discussed. Management needs of local government are addressed with the emphasis on a systems approach for the improvement and management of service delivery while effectively using available resources. The development of computerized information systems and their use by local governments are detailed. Costs and benefits of information system development are considered, along with transferability; intergovernmental cooperation; and information access, privacy, security, and confidentiality. Recommendations are presented based on the results of the USAC study. A list of references is provided.

District of Columbia Dept. of Human Resources, Washington.
Human Resources Management Information System Plan.
Mar 76, 202p

SHR-0001680 *Available NTIS*
PC$17.00/MF$3.50

A general design for an automated management information system for the District of Columbia Department of Human Resources is presented, together with materials on data base management, cost-benefit considerations, and system development. The document describes the framework around which the management information system is to be structured; steps required for developing and implementing the system; and an analysis of the specific costs and benefits to be accrued by implementing the system. The proposed system design groups the functional processes of the department into the following subsystems: (1) client certification, designed to process applicants through the system; (2) case management, incorporating the activities required to plan, implement, coordinate, monitor, control, and record activities associated with meeting the needs of individual clients; (3) claims processing, which handles claims for third-party services and goods delivered to or on behalf of the department and initiates client and third-party billing for departmental services; (4) administrative support, which provides financial control, data management, and operational support services to all departmental administrations and offices; and (5) management information and control, which provides information and feedback to support management review, evaluation, and policymaking activities. Flow diagrams depicting the components and processes of each subsystem are included.

Friedman, Robert M.
Use of Computers in the Treatment of Children.
1979, 8p
SHR-0006775 *Pub. in Child Welfare v59 n3 p152-159 Mar 1980.*

This article describes a relatively inexpensive computer-assisted method for cross-confirming information about the functioning of youths in a residential treatment program. With modification, the procedure can be used in other settings to support and enhance treatment. The method involves periodic staff observation and recording of the presence or absence of 16 operationally defined social behaviors in a group of 46 behaviorally disturbed adolescents in a residential treatment program operated by St. Mary's Home for Boys in Beaverton, Oreg. The primary mode of treatment at the home is a token economy supplemented by group work and parent counseling. The program is characterized by a high degree of discretion in determining what kinds of problems youth have, the kind of help they need, and whether progress is being made as treatment proceeds. Preconditions for implementing an automated method to cross-confirm observations include (1) dissatisfaction with exclusive reliance on discretionary impressions as the basis for diagnosis and treatment; (2) information about clients' activities and states of being that can be assigned a number indicating presence, absence, or intensity; (3) access to persons with knowledge about computer hardware; (4) administrative support and resources; and (5) time to devote to staff training. Residents in the program carry cards listing the instrumental and social behaviors to be carried out daily to earn points and undesirable behaviors for which points can be subtracted. Sharing, helping, and physical aggression are examples of prosocial and antisocial behaviors for which either rewards or fines can be given. When a staff member notes these behaviors, a procedure is followed to provide a suitable consequence that includes noting the behavior's occurrence on the boy's data card. An illustration shows the actual computer printout reporting the antisocial behaviors for 29 boys in 1 cottage at St. Mary's for the week of May 1, 1978. The report uses computational criteria to provide information on how any particular boy is doing. The data provide cross-confirming evidence of staff clinical impressions. For the cost of adding one full-time professional staff member, and modest startup costs, it has been possible to introduce a unique perspective that differs from that contributed from any individual treatment disciplines. One chart and 15 references are supplied.

General Accounting Office, Washington, DC. Health Resources Div.
Conditions of Older People: National Information System Needed.
20 Sep 79, 52p
PB-299 942 *Available NTIS*
PC$8.00/MF$3.50

This report, the second of two on the well-being of older people in Cleveland, Ohio, describes the personal conditions, changes in those conditions, and the differences that help can make in the lives of older people. The General Accounting Office (GAO) was able to measure and project what happens to older people by gathering information from them and using an analytical framework to measure change in conditions, problems that affect these conditions, and help that is aimed at alleviating the problem. A total of 1,809 older people were interviewed from June through November 1975, and 1,311 were reinterviewed a year later. The interview questionnaire contained 101 questions about an older person's well-being in 5 areas of functioning – social, economic, mental, physical, and daily living. Specific definitions of services provided to older people were also drawn up to identify factors that could affect their well-being. The GAO project demonstrated that information can be collected and used to measure the personal conditions of older people and evaluate services provided to them, and recommended that a national information system be established by HEW to assist it in designing and planning for the delivery of services to this older population. Information collected for the system would be available to Congress for analysis. The system could be expanded to include information necessary to study why older people do not receive the help they need and how families and friends can be encouraged to provide such help. The report contains tables, and appendices inciude methodology and study data.

Green, William; Harvey, Frank; Lhota, Elaine; Owra, William and Ruiz, Georgia Metropolitan Dade County Dept. of Human Resources, Miami, FL. Project SAIL. Department of Health, Education, and Welfare, Atlanta, GA. Office of the Regional Director.
Information and Case Coordination Unit (ICCU) for Neighborhood Service Centers. A Conceptual Design for a Client Information System.
Jun 78, 126p
SHR-0003513 *Available NTIS*
PC$12.50/MF$3.50

The philosophy, goals and objectives, system elements, forms and report instructions, and staff needs of the Dade County, Fla., Information and Case Coordination Unit (ICCU) for neighborhood service centers are presented. ICCU was designed to facilitate and coordinate the delivery of services to clients and their families as well as to fulfill the client data needs of management; as such, it contains screening, orientation, intake, assessment, case planning, referral, and followup and termination functions. The system is staffed by a center information specialist responsible for providing general information about the center and service providers, routing individuals to service providers,

and logging individual information or routing requests. Also employed is a team of social workers who orient clients to the center, record intake data and maintain a current folder on each client, assist clients in identifying their needs or problems using a formalized set of questions, and aid clients in selecting from among service providers and facilitate their access to that provider. Efficient operation of ICCU requires completion of forms and reports specific to the system. Instructions for completing these forms (i.e., the center activity log, monthly activity report, profile and referral form, assessment and planning worksheet, management report, etc.) are included along with sample forms. ICCU staff will need training to familiarize themselves with the center's network and the ICCU systems and to expand personal and professional skills in such areas as problem solving, counseling, grant proposal writing, and survey design. Provided are organizational hierarchies for ICCU, flow charts of ICCU activity, and definitions of terms. *See also related document, SHR-0003514.*

Ives, Kenneth H.
United Charities of Chicago, Ill.
Revising an Agency's Service Information System.
1978, 5p
SHR-0002895 *Pub. in Administration in Social Work v2 n1 p111-115 Spring 1978.*

Because of dissatisfaction with its statistical service reporting system, United Charities of Chicago, Ill., contracted with consultants to develop a more effective data system. Goals of the project were to provide data for improved internal management at all levels, accountability to funding agencies, and data for purchase-of-service cost estimates and billings. A daily report form is the means of original entry, with staff required to fill out only two initial forms (daily report and client face sheet). A statistical card is made up from the face sheet. By sorting and counting statistical cards, quarterly and special summaries are made of client and case data. The data then flow to other summary forms and reports. Unit contacts and hours of contact time are summarized by type on a worker service activities report. Reports on client characteristics, sources of referral, client problems, ethnic status, income, size of family, educational level, public assistance, and marital status are prepared on an annual or semi annual basis. Client contact time, totaled by year, is used in reports to the United Way and other sources of support and is also useful for planning changes in program staffing. Factors to consider by an agency when contemplating revision of its service information system are enumerated.

Kay, Peg
Policy Issues in Interactive Cable Television.
1978, 6p
SHR-0006781 *Pub. in Jnl. of Communication v28 n2 p202-207 Spring 1978.*

This article discusses the risks and opportunities of Federal involvement in employing the interactive cable television industry as a delivery mechanism for social services. These and other policy concerns relating to the general use of the medium arose after several Federal agencies (i.e., the National Science Foundation and the Office of Technology Assessment) began to investigate uses of the medium. Although recommendations at the conferences sponsored by the Office of Technology Assessment endorsed the cable television system demonstration approach in rural areas, the Federal Government should first consider whether a controlled experiment of this type would encourage

uncontrolled replication and whether such replication would have the potential for undesirable social consequences. Also to be considered is whether to use a goal-attainment or a systems model for the evaluation of a given demonstration. Another set of issues that should be of concern to the Federal Government involves the general use of telecommunications systems, apart from demonstration purposes. These areas of policy concern involve privacy and confidentiality, electronic opinion polling, and the potential widening of the information gap between rich and poor. As social service uses of telecommunications develop, policymakers concerned with franchising and regulation should carefully consider the possible social consequences of selective cable penetration. Footnotes are supplied.

Kentucky State Dept. for Human Resources, Frankfort. Center for Program Development.
Overview of the Bureau for Social Services Information System.
Dec 77, 78p
SHR-0002258 *Available NTIS PC$9.50/MF$3.50*

Information-processing capabilities of the Kentucky Bureau for Social Services are summarized in this report. The bureau was created in 1975 to assist the Department for Human Resources in meeting Federal reporting requirements of Title XX social service programs and to provide information about other bureau-administered programs. All services provided with Title XX funds must be directed toward one of five goals: self-support, self-sufficiency, protection of children and adults, community and home-based care, or institutional care. The flow of information through the Bureau for Social Services Information System is described and illustrated. System components include: hardware and support; system inputs; the vendor data base/vendor payment register; the feedback component; and system outputs for use in preparing the program status report, Federal expenditure reports, Federal statistical reports, comprehensive annual services plan, management information reports, and vendor payment reports. Each source document used in the collection of data is designed to facilitate the reporting of a particular kind of information about the client, his eligibility, or the delivery of services. Copies of information reporting forms are included, along with descriptions of their uses and functions. Several represenative management reports are also provided.

Kling, Rob
California Univ., Irvine. Public Policy Research Organization.
Automated Information Systems in Public Policymaking.
Jun 76, 51p
SHR-0001561 *Available from Public Policy Research Organization, University of California, Irvine, CA 92717.*

The role of information in public policymaking is analyzed, and the potential contribution of automated information systems to improvements in the quality of information on which policies are based is considered. The analysis opens with an overview of patterns of information use in public policy development. Relationships between policies and the data on which they might be based are examined, and ways in which information is filtered and altered in complex organizations are discussed. Public agencies are found to have information-processing 'pathologies,' such as filtering and suppression of data, which automation alone is unlikely to alter. Intelligence failures that occur when

information systems are sensitive to the organizational arrangements that guide their development appear to be more a function of those arrangements than of the quality of data produced by the information systems. The potential role of automated information systems, particularly upward reporting systems and models, is examined. A proposal for coupling selected organizational rearrangements with automated information systems in order to ameliorate the information-processing problems endemic to top-level policymaking is set forth. It is pointed out that the application of models to problems with strong social components is highly experimental and likely to result in analyses that are distorted by the bureaucratic and political processes common in public agencies. *Prepared for a panel on Information and Public Policy held at the 1975 Annual Conference of the Association for Computing Machinery, Minneapolis, Minn., Oct. 1975.*

Kraemer, Kenneth L.; Matthews, Joseph R.; Dutton, William H. and Hackathorn, Linda D.
California Univ., Irvine. Public Policy Research Organization.
National Science Foundation, Washington, D.C. Research Applied to National Needs.
Municipal Information Systems Directory, 1975.
1976, 749p
SHR-0001236 *Available from D.C. Heath and Co., 125 Spring St., Lexington, MA 02173.*

A guide to municipal computerized information systems throughout the United States is presented as part of a nationwide study of information systems and their impacts on cities and counties. This directory includes 403 cities with populations over 50,000 that use computers, either their own or others' through time sharing and cooperative systems. Data processing applications, computer operations, and governmental characteristics are presented for each city. The directory is divided into five major sections: an introduction, an applications index and a computer manufacturers index, municipal profiles, comparison tables, and selected lists. Five basic uses are intended: assessing alternative data processing sources, assessing data processing performance, assessing the potential for transfer of computer applications, assessing needs for computer equipment and software services, and assessing the state of computer use and capability for meeting information requirements of cities. *See also County Directory, SHR-0001237.*

Kupfer, David J.; Nelson, John A. and Levine, Michael
Pittsburgh Univ., Pa. Western Psychiatric Inst.
Connecticut Mental Health Center, New Haven.
Mental Health Information Systems: Design and Implementation.
1976, 155p
SHR-0001806 *Available from Marcel Dekker, Inc., 270 Madison Ave., New York, NY 10016.*

Guidelines for conceiving, designing, and implementing management information systems in mental health facilities are presented in a book directed to mental health administrators, clinicians, researchers, and educators. Problems in the mental health field are discussed in terms of data management and information. The concept of the management information system is introduced, and the relationship of the system to accountability and organizational structure is discussed. The role of planning in management information analysis is considered. An overview of the process of designing a management information system includes sections on getting the system started, determining what already exists, making a model or flowchart of the existing system, organizing for designing and planning, deciding whether to computerize the system, and implementing the system. Components of the support structure required for a management information system are described. Two examples of applications of management information systems in mental health are presented: the multistate information system in use at the Connecticut Mental Health Center and the management information system at the Western Psychiatric Institute and Clinic (WPIC) in Pittsburgh, Pa. The second system was designed specifically for the institution in which it was implemented; the first system was adapted. Sample forms from the WPIC system and a bibliography are provided.

Los Angeles Regional Family Planning Council, Inc., Calif.
Patient Service Information System. Completing the Clinic Visit Report Form.
Jan 76, 18p
SHR-0001114 *Available NTIS PC$5.00/MF$3.50*

A manual of instructions on how to complete the clinic visit report form for the patient service information system of the Los Angeles Regional Family Planning Council, Inc. (LARFPC) is presented as supporting documentation for a profile of the system (SHR-0001113). LARFPC is a private, nonprofit health systems management organization responsible for program planning, evaluation, and the establishment of standards for comprehensive family planning throughout Los Angeles County; its patient information system provides medical, demographic, and administrative data as an aid to LARFPC and its delegate agencies. The manual contains detailed directions for completing the LARFPC clinic visit report form and appendices that list the codes for counties of residence and present a sample consent form for service and release of information. *See also related document, SHR-0001113.*

Lowe, Burt H. and Sugarman, Barry
Harvard Medical School. Boston, MA Dept. of Psychiatry.
Montgomery County Mental Health and Mental Retardation Board, Dayton, OH.
Wright State Univ., Dayton, OH School of Medicine.
Design Considerations for Community Mental Health Management Information Systems.
1978, 8p
SHR-0003147 *Pub. in Community Mental Health Jnl. v14 n3 p216-223 1978.*

Broad guidelines for management information systems are presented for community health centers faced with increasing external pressures from Federal requirements, State regulations, and third-party demands. The major areas addressed are data, people, and the system. To begin with, only essential information should be collected and reported. This is both cost effective and timesaving. Reports required by external agencies should be streamlined so that information need only be reorganized to meet external requirements. Forms should be designed to allow for individualized information. Reports should be distributed to only those staff that absolutely need the information and data should be reported to the system at the lowest meaningful level. Furthermore, the system must be able to determine effectiveness of service, and be programmed for followup information and for nondirect service data such as consultation to groups or organizations management outside the center. In dealing with people in such a information system, staff must be aware of the need for confidentiality of client information, a decrease in the amount of paperwork, a smooth initiation of the system, and a minimum of interference with treatment itself. A management information system should fulfill these requirements: modularity, wherein there is at least one module for each function performed by the system; the logical separation of form and content of the data processed by the system from those elements that process these data; extensive input validation capability through cross-checking; file conversion capability in the case of system changes; and system capability of purging erroneous records from the files. Additional requirements for more sophisticated systems are also mentioned, such as nonsequential processing of files, self-monitoring, and exception detection.

Mathews, R. Mark and Fawcett, Stephen B.
Community Information Systems: Analysis of an Agency Referral Program.
1979, 9p
SHR-0004490 *Pub. in Jnl. of Community Psychology v7 n4 p281-289 Oct 79.*

The effectiveness of a training program to help nonprofessional community service workers provide better information and referral services was studied through an experiment involving one community agency in a midwestern city. Three workers were provided with an information referral system composed of a social service directory, an interagency feedback procedure, and an information referral training manual. Workers were presented with 12 scripted hypothetical role playing situations requiring a referral. Twenty-one referral behaviors were observed during each referral situation. Prior to training, the percentage of specified referral behaviors ranged from 14 percent to 27 percent among the three trainees and the proportion of appropriate referrals ranged from 33 percent to 66 percent. After training, the proportion of specified referral behaviors ranged from 90 percent to 100

percent, while 100 percent of the referrals were to an appropriate agency. Results suggested that the referral training procedures were effective in teaching indigenous community service workers to provide referrals to appropriate social service agencies. Trainees' ratings of difficulty in providing referrals suggested that the training made it easier to provide referrals and that the trainees liked the training. Results also suggested that the system might be appropriate for other agencies. Tables, footnotes, and a list of approximately 40 references are provided.

Mathews, R. Mark and Fawcett, Stephen B.
Community-Based Information and Referral System.
1979, 13p
SHR-0006760 *Pub. in Jnl. of the Community Development Society v10 n2 p13-25 Fall 1979.*

A community-based information and referral system developed and implemented in a midwestern city of 60,000 is described, and considerations involved in replicating the referral program in other communities are discussed. The system's components include a social service directory, an interagency feedback procedure, and an information referral training manual. The three elements of the social service directory are the index, problem-service cards, and agency cards. These sections facilitate labeling the clients' service needs, finding information concerning services provided in the community, and identifying an appropriate service. In an effort to track the progress of clients referred to a helping agency, the staff developed a set of multiple-copy interagency referral forms. These forms provide a permanent record of all referrals for the referring agency, the client, and the helping agency. In addition, a final copy contains a request for the helping agency to provide feedback on whether the client kept the appointment and, if so, what services were provided. A manual was developed to teach service providers the skills associated with using the social service directory, completing interagency referral forms, and arranging client appointments. The development and evaluation of the information and referral procedures was followed by the dissemination of the information referral program to interested local agencies. References and tabular and graphic data are provided.

Matthews, Joseph R.; Kraemer, Kenneth L.; Hackathorn, Linda D. and Dutton, William H.
California Univ., Irvine. Public Policy Research Organization.
National Science Foundation, Washington, D.C. Research Applied to National Needs.
County Information Systems Directory, 1975.
1976, 517p
SHR-0001237 *Available from D.C. Heath and Co., 125 Spring St., Lexington, MA 02173.*

A guide to county computerized information systems throughout the United States is provided. This directory is one result of a continuing research project called URBIS, a nationwide study of information systems and their impacts on cities and counties. It concludes 310 counties with populations over 100,000 use computers, either their own or through others' time-sharing arrangements. Data

processing operations, computer applications, and selected community and governmental characteristics are presented for each county. Indexes, tables, and lists are designed to assist the user to find specific items of interest about a given county, compare computer applications and hardware, and identify the state of computer use in the United States. The directory is divided into five major sections: an introduction, applications index and computer manufacturers index, county profiles, comparison tables, and selected lists. Director data are based on information collected from two questionnaires mailed to data processing managers in the participating counties. *See also Municipal Directory, SHR-0001236.*

Maypole, Donald E.
Developing a Management Information System in a Rural Community Mental Health Center.
1978, 12p
SHR-0004236 *Pub. in Administration in Mental Health v6 n1 p69-80 Fall 1978.*

The development of a management information system (MIS) in one Wisconsin rural community mental health center is described by the center's former executive director. The development of the MIS resulted from pressures for accountability from funding bodies and collateral agencies and from internal pressures to better manage the center's resources. Begun in 1968, the center provided services ranging from outpatient evaluation and counseling to consultative and educational services. The MIS was developed using a change model with three stages: readiness, action, and reinforcement. The readiness stage was designed to develop an awareness of the need for change in the organization. During the action stage, information from local, State, and national agencies was used to plan the system and give it a trial run. The system had a financial subsystem and a statistical data subsystem. Information on clients, hours, and type of service provided was collected on daily log forms. The trial run indicated the need for clear instructions on the use of the forms. In the reinforcement stage, designed to stabilize the change, the information system was computerized. The executive director used different strategies to deal with each of the three main groups affected by the project. The MIS' immediate internal payoffs included increased client service and ability to compare similar programs. Figures, footnotes, and a reference list are included.

Monaghan, Judith; Shun Wah, Annette; Stewart, Ian and Smith, Leigh
Role Of Talkback Radio: A Study.
1978, 6p
SHR-0006758 *Pub. in Jnl. of Community Psychology v6 n4 p351-356 Oct 78.*

The role of "talkback" radio in crisis intervention is examined in an Australian empirical study. "Talkbacks" are defined as programs in which members of the audience are invited to telephone the station and talk with the host with the understanding that parts of their conversations are broadcast. In this investigation of talkback radio programs, information was collected by psychology students on a range of announcer skills and listener variables from relevant literature, structured interviews, and survey questionnaires. Two questionnaires were used to obtain information or listener variables. The subjects of questionnaire 1 were 100 persons who contacted talkback radio programs with problems. The problems were domestic (18 percent), financial (16 percent), medical (12 percent), loneliness (12 percent), accommodation (10 percent), and employment, legal, marital, and consumer (each at 8 percent). About 72 percent of the sample called a talkback program as their first move

toward a solution to their problem. Questionnaire 2 used a random sample of 130 males and 130 females from the general population to determine the public's perception of the usefulness of talkback radio in comparison with other help-giving sources. Results showed that members of the community did not view radio talkback as a major help-giving source. Four announcers were studied in terms of their skills in talkback. Among other skills, announcers were found to have a wide general knowledge of current affairs, a knowledge of community help-giving resources, and an ability to communicate with persons of diverse personal characteristics, experiences, and backgrounds. Frequently, the help provided included referral to specific sources of help. It is concluded that talkback radio is an effective means of providing short-term help with problems and referral for long-term help from community agencies. References are provided.

Moss, Mitchell L.
New York Univ., New York. Alternate Media Center.
National Science Foundation, Washington, DC. Div. of Advanced Productivity Research and Technology.
New York Univ., New York. Graduate School of Public Administration.
Reading, Pa.: Research on Community Uses.
1978, 8p
SHR-0006780 *Pub. in Journal of Communication v28 n2 p160-167 Spring 1978.*

This report describes an experiment in telecommunications conducted by New York University in Reading, Pa., which was designed to evaluate the impact of using two-way cable television to provide services to senior citizens. Conducted over a 30-month period, the project examined the effects of interactive cable television on senior citizens' knowledge and use of public services and on their capacity to participate in political and social community processes. The interactive cable system was created for use by both the senior citizens, who constitute 16 percent of Reading's population, and the public agencies that serve them. The two-way cable system consisted of three neighborhood communication centers linked together via cable. Converters were installed in the private homes of approximately 125 elderly citizens to allow them to view the cable programming over their home television sets and to participate by telephone. Local government offices and high schools were also connected to the system on a regular basis. The project's design and implementation were based on three criteria: the needs of senior citizens, the technical configuration of the cable system, and the requirements of evaluative research. The assessment of the system's effects used treatment and control groups which were surveyed before and after the experiment. The evaluative research allowed the impact of the cable system to be analyzed in three contexts: two-way cable, one-way viewing with telephone call-in, and no access to the system. The positive response by home viewers to the interactive programming led to the subsequent decision to extend the programming to the 35,000 local cable subscribers in Berks County. Major effects of the two-way cable programming were found in three general areas: awareness of community problems, knowledge about social services, and involvement in social processes. Although the exact nature of the Reading cable system may not be generalizable to other communities, the principles underlying the experiment are applicable to other settings. These entail the role of consumers in defining the content and form of programming, the aggregation of organizations to generate a "public market" for interactive cable, and the emphasis on programming to serve distinct subgroups of the population. Photographs, tables, and eight references are provided.

National League for Nursing, Inc., New York.
Bureau of Health Manpower, Hyattsville, MD. Div. of Nursing.
Selected Management Information Systems for Public Health/Community Health Agencies.
1978, 238p
SHR-0002910 *Available from National League for Nursing, Inc., Ten Columbus Circle, New York, NY 10019.*

Selected computerized management information systems (MIS) currently in use and/or being tested by public health/community health agencies are described. MIS analyzes, designs, and manages the flow of information to support the planning, control, financial, and operational functions of an agency. As used here, it is a computer-based information system that provides a comprehensive integrated data base, necessary clerical system processing, and timely informational support for agency decisionmaking. The selected information provides a cross section of systems for both agency program administrators and data management specialists. Descriptions of 40 agency systems are provided along with an overview analysis. The descriptions cover systems from 18 visiting nurse associations, 1 private agency, 3 combination agencies, 12 State agencies, 5 county agencies, and 1 city agency, distributed among 25 States and the District of Columbia. The systems of 13 agencies are described in detail, with emphasis on input and output documentation of each system. The systems of another 27 agencies are described briefly; key characteristics of the agency and the processing configuration of its MIS are presented. The systems were selected during a review of the management information files of both the Bureau of Health Manpower, Division of Nursing, and the National League for Nursing. Together they show a trend of agencies interacting to develop and use the same MIS. This trend has the advantage of sharing costs and opportunity for standardization of input and output. It is anticipated that a next step will be standardization of patient information and reporting and quality of care assessment and evaluation. Miniaturization and improvement in computer hardware and software and consequent cost reduction will lead to more on-line use of computers of all sizes.

Nelson, James R.
Computerized Aids for Community Service Decision Makers.
1979, 10p
SHR-0006761 *Pub. in Jnl. of the Community Development Society v10 n1 p125-134 Spring 1979.*

Issues associated with the application of generalized research results to particular rural communities so as to aid in the provision of adequate services within limited budgets are discussed, and a computerized model for the analysis of the economics of rural fire services is used to illustrate the application of general research to the provision of a particular rural service. Rural public officials indicate that the provision of adequate local community services within budget constraints is one of the more important problems with which they must deal. Numerous research studies have been conducted regarding the economics of such services, but several factors hinder the delivery of these research results to community decisionmakers. To be useful to particular communities, generalized research results must be localized. Methodologies for localizing and applying these results are often too sophisticated to be well understood by extension field personnel. In addition, the application of analysis techniques developed in research situations to local service problems can be very time

consuming. Use of generally available computer hardware and techniques can minimize these hindrances. For many community services, the analysis techniques developed by researchers lend themselves well to computerization for terminal access in the field. A computerized model of this type has been developed at Oklahoma State University for analysis of the economics of rural fire services. The model facilitates estimation of fire service needs for a designated area and costs of alternative systems to serve these needs. The model has been used in numerous field application in Oklahoma, and results have been well accepted and useful to many community decisionmakers. References and tabular data are provided.

Noah, James C.
West Virginia Univ., Morgantown. Dept. of Psychology.
Information Systems in Human Services: Misconceptions, Deceptions, and Ethics.
1978, 13p
SHR-0003066 *Pub. in Administration in Mental Health v5 n2 Spring- Summer 1978.*

Some prevalent misconceptions about the impact of a management information system (MIS) upon managerial behavior are discussed, and the use of MIS's in nonprofit is contrasted with their use in profit-making operations. It is popularly assumed that an MIS that provides quantities of information about every phase of an operation necessarily improves managerial decisionmaking. This process is not automatic, but requires instead a careful analysis of the objectives to be obtained from managerial decisionmaking in every phase of the operation prior to the design of the MIS so that the information provided will be relevant for decisionmaking goals and objectives. An effective MIS, therefore, should serve to increase information deemed relevant to managerial decisions determined by systems analysis, while decreasing irrelevant information. Nonprofit-oriented systems differ from profit-oriented systems in the character of the goals to be served by the operation. Nonprofit operations aim at influencing a particular problem, while profit-making enterprises are principally concerned with the effects of operational procedures on profit margin. The increasing use of State and Federal funds for social service enterprises has brought an associated evaluation requirement. An MIS can be useful in these circumstances only if it is designed to collect, collate, and report information that has been determined to be relevant to the project goals. Information systems should, therefore, be constructed to provide comprehensive and complete data from each element of a service delivery system originally designed to achieve specified outcomes. The MIS can help in comparing the effectiveness of alternative operations in achieving a desired outcome. Ethical considerations in the design and use of information systems are examined in the areas of responsibility, confidentiality, client welfare, and the environmental changes occurring through the use of the MIS. References are provided.

Oregon Dept. of Human Resources, Salem.
Children's Services Div.
Integrated Information System Project Task Force Report. Identification Phase.
Jan 78, 83p
SHR-0002610 *Available NTIS PC$9.50/MF$3.50*

Information Systems for the Human Services

Progress on the development of an integrated information system for the Children's Services Division of Oregon's Department of Human Resources is examined. An information system planning method was selected based on the following tenets: (1) organizations should change in response to environmental changes; (2) the success of an organization depends to a great extent on the effectiveness of management decisions; (3) information is a significant resource of an organization; (4) resource application is a key to improved performance; (5) management control is essential in resource optimization; (6) information system requirements should be identified from the top of an organization down, with design and implementation from the bottom up; and (7) information systems designed to support business activities will survive longer and be easier to maintain because organizational changes generally occur more frequently than changes in business activities. The process of developing the integrated information system is detailed. Recommendations for system design are offered to help eliminate problems identified in the development process. The goals of the Children's Services Division are enumerated, along with examples of the information necessary to meet these goals. Appendices contain various charts and matrices and a glossary. Portions of this document are not fully legible.

Public Technology, Inc., Washington, D.C.
Office of the Assistant Secretary for
Planning and Evaluation (HEW),
Washington, D.C. Office of
Intergovernmental Systems.
DHEW Information Systems Workshop.
Final Rept.
7 Jan 76, 64p
SHR-0000584 *Available NTIS*
PC$8.00/MF$3.50

A report on the Department of Health, Education, and Welfare's Information Systems Workshop is given. The workshop was held in December 1975 to involve State and local governments in the development of a DHEW strategy regarding capacity building through the use of information system technology. Specific objectives of the workshop were as follows: (1) to identify problems related to information systems and the development of human services management capabilities at the State and local level; (2) to present and critique DHEW funded programs in the area of information systems technology as related to capacity building; (3) to obtain State and local government input for future DHEW capacity building directions in the form of recommendations for capacity building/information systems development strategies and needed research; and (4) to determine the feasibility of future relationships among Federal, State, and local human service agencies in the development of future program directions. Recommendations resulting from the workshop were combined into the following major problem categories: lack of a common language or taxonomy for human services; lack of strategies and techniques for the evaluation of human services; lack of coordination between government agencies, policies, and programs and problems related to unstable Federal programs; weaknesses in planning and resource allocation at the State and local level; training and personnel capabilities; technical systems development and transfer and problems related to the utilization and availability of data; and confidentiality of information. Recommendations addressing these problem categories were developed within the context of four areas of potential assistance presently available from DHEW: research and demonstration projects, technical assistance to State and local governments, information dissemination and system transfers, and internal reform within DHEW. Appendices provide information on workshop participants and agenda items.

Public Technology, Inc., Washington, D.C.
Department of Health, Education, and Welfare, Washington, D.C. Office of Intergovernmental Systems.
Human Service Information Systems Transfer.
1976, 80p
SHR-0001734 *Available NTIS*
PC$9.50/MF$3.50

The proceedings of a workshop on the transfer of human service information systems are reported. The workshop was sponsored by DHEW and held in Annapolis, Md., on December 7-9, 1976. The objective of the workshop was to stimulate an interest in human service information system transfer by presenting several different types of human service information systems to State and local government representatives interested in the implementation of human service information systems. Three specific goals of the workshop were to focus on (1) the development of functional requirements that a specific information system must satisfy in order to be considered a viable candidate for transfer, (2) problems and issues related to the transfer of developed information systems to different organizational and technical environments, and (3) the need for sound planning and transfer processes and methods. The rationale for the structure of the workshop is discussed. The results of sessions on information system requirements analysis, transfer problems, and system descriptions are presented.

Public Technology, Inc., Washington, D.C.
Office of Human Development, Washington, DC. Office of Planning, Research and Evaluation.
Human Service Information Systems Transfer Project. Final rept.
31 May 79, 252p Executive Summary available from PROJECT SHARE
SHR-0003520 *Available NTIS*
PC$20.00/MF$3.50

A 1975 information system workshop, sponsored by the Office of Intergovernmental Systems, involved State and local government officials in the development of an HEW strategy for capacity building through the use of information systems technology. On the basis of workshop findings and recommendations, a research and demonstration project was carried out to define the information systems transfer process as revealed in local projects. Such technology transfer has the potential for facilitating information system development at reduced cost and permitting faster implementation of needed systems. The project included a workshop to acquaint local and State officials with existing information systems which were transferable to other jurisdictions. Funds were made available to five information systems transfer projects, and technical assistance was provided to three other projects. The project demonstrated that technology transfer is a viable approach in the implementation of information systems that support planning, management, and service delivery as well as required reporting. Of equal importance is the fact that significant amounts of time and money were saved by each participating jurisdiction. An inventory also was taken to determine the status of State Title XX Social Services Information Systems (SSIS). DHEW should consider providing resources for training and deploying individuals with needed analytical skills to help local or State agencies determine whether to develop new information systems or use existing ones. In addition, DHEW can provide the money required for systems development and third-party consultants. Charts, tables, and appendices are provided for some chapters.

Information Systems for the Human Services

Quinn, Robert E.
State Univ. of New York at Albany.
Impacts of a Computerized Information System on the Integration and Coordination of Human Services.
1976, 9p
SHR-0000969 *Pub. in Public Administration Review v36 n2 p166-174 Mar-Apr 76.*

Implementation of computerized information systems in several human service organizations is examined in an attempt to understand what changes in interorganizational relationships mean in terms of the integration of services. Data are drawn from documents, field studies, and 63 semistructured interviews with personnel in eight human service agencies. In human services, standardization has traditionally been at a minimum. Increased standardization has resulted from introduction of a computerized system that forces use of the same reporting forms and descriptive codes for service. In effect, a computerized information system imposes a standard language on service agencies. Service agencies have been forced to clarify their goals and objectives and their linkages with other agencies. Agency personnel have been able to consult with computer experts and to serve as a bridge between human services and computer technology. Interorganizational dependence has increased, particularly in terms of reliance on technical expertise. Interorganization relationships have increased in integration, and funding organizations have been able to increase control over agencies. Organizations in charge of information systems have gained power. It is apparent that computerization of information systems can be a catalyst in moving people and organizations closer to coordination and integration.

Rossi, Robert J. and Gilmartin, Kevin J.
American Institutes for Research, Cambridge, MA.
California State Dept. of Employment Development, Sacramento
Information Exchange Among Public Agencies in Three California Counties.
1980, 24p
SHR-0006778 *Pub. in Knowledge: Creation, Diffusion, Utilization v2 n3 p413-436 Mar 81.*

In July 1979, the Employment Development Department (EDD) of California initiated a three-county demonstration program to study cooperative planning among public agencies at the local level. A primary focus of the research was the exchange of information among agencies. An assortment of agencies were involved in the three coordinated planning projects in Imperial, San Diego, and Marin counties. All three projects included representatives of the Comprehensive Employment and Training Act (CETA), California EDD, one or more community colleges, the vocational rehabilitation department and the welfare department. The agency representatives were asked which of seven classes of information they used in relation to employment and training: population composition and mobility, job training needs, job training opportunities, employment opportunities, unemployment rates, characteristics of persons seeking occupational training or work, and support services (other than training). For each type of information used by an agency, representatives were asked the source of the information, whether it was received from the same source both last year and the year before, and how the information or its exchange could be improved. The findings showed that agency data

collection and reporting systems tended to be inconsistent over time. Every few years a new data system was started, local agencies were instructed to modify their procedures, bookkeeping and reporting were changed to be compatible, and previous procedures became obsolete as a new system was adopted. Furthermore, each agency had to go to many sources for information, and this was time consuming. A central repository or clearinghouse for employment and training information should be established as the first step towards developing a method for cooperatively collecting the information and using it. Such repository or clearinghouse could be staffed on a part-time basis by personnel assigned on a rotating basis from the participating agencies. Footnotes and extensive statistical data are included.

Salvatore, Anthony M.
Health and Welfare Council, Inc.,
Philadelphia, Pa. Information Referral
Analysis System.
William Penn Foundation, Philadelphia, Pa.
Planning Community Resource Information Systems.
Feb 76, 34p
SHR-0000718 *Available NTIS*
PC$6.50/MF$3.50

Generalizations gleaned from a project involving a computerized human service resource file and a computer-based microform resource directory are offered in the form of guidelines for planning community resource information systems. The project on which the guidelines are based was the Philadelphia Regional Health and Welfare Council's Information Referral Analysis System (IRAS), a fully computerized, on-line information system with a data base covering over 20,000 service programs available in a five-county area. The IRAS, after several months of operation, was reformulated as a community resource system, i.e., an information storage and retrieval system designed to give access to a large, indexed file of descriptive information about human service providers for use in support of information and referral services. The guidelines are presented as a tri-stage, multiphase model integrating the styles of social planning and systems analysis. The principles described are most applicable to the planning of automated resource information systems, but are relevant to the organization of manual and semiautomated resource files and directories as well. Among the specific tasks addressed are problem definition, identification of alternatives, file and record design, data base size and content determination, indexing, and system monitoring and evaluation. Emphasis is placed on the development and management of a system oriented to the needs of its users and capable of meeting their resource information requirements efficiently.

San Joaquin County Dept. of Public
Assistance, Stockton, Calif.
Social Services Information System (SSIS). Design Supplement: Examples of Major System Reporting Features.
Nov 76, 88p
SHR-0001493 *Available NTIS*
PC$9.50/MF$3.50

Examples are provided of the major reports generated by the automated social services information system (SSIS) operated by the San Joaquin County, Calif., Department of Public Assistance. The examples are intended to augment the documentation of the system's conceptual design. SSIS,

which produces the Federal and State reports required under Title XX of the Social Security Act as well as extensive program and management reports, is a 'stand-alone,' batch-processed, computerized application designed to accept and process data related to goal-oriented, plan-based social service deliveries. The system provides the capability for social workers to input service plan and service delivery information on clients to support a wide array of reporting at the delivery and management levels. The initial SSIS system was augmented to generate the Title XX reports required through March 30, 1977; the augmented system is available for transfer to interested users. The reports generated by the system to meet Title XX reporting requirements are described, as are the system's program-management reporting features. The latter are grouped under staff reporting, program evaluation reporting, and management reporting. SSIS coding explanations, SSIS service definitions, and examples of the SSIS reports are appended.

Schoech, Dick
Microcomputer Based Human Service Information System.
1978, 18p
SHR-0004587 *Pub. in Administration in Social Work v3 n4 p423-440 Winter 1979.*

This article describes a microcomputer-based information system that can address the basic management needs of a human service agency. The present market offers microcomputer systems capable of being used by small human service agencies or private practitioners at a cost less than that of one clerical position. Human service agencies are ideally suited to benefit from the microcomputer's data processing capabilities, since most agencies collect, store, and retrieve large quantities of data and information in the course of delivering services. The article examines microcomputer technology and concepts outlining the basic components of a microcomputer system. Choices that a human service agency must make to develop and implement a computerized information system are described, including which module to implement first, what agency data to include in the information system, how to segment agency files, what computer language to use, who the potential users should be, and who should design the system. Limitations of the system are delineated: implementation of the system can be difficult and problematic, personnel must be trained to operate it, and system changes can cause problems. The system described, being a cost-effective, in-house, on-line interactive system, is capable of being used by most agency personnel. This powerful processing tool avoids many of the problems inherent in other information systems that are based on large, bulky, inflexible, costly, and centralized computers. Tabular data, notes, and a list of approximately 30 references accompany the article.

Sedich, Jerry Y. and Valakas, John N.
Bridgeport CETA Prime Sponsor, Conn.
Employment and Training Administration, Washington, D.C. Office of Research and Development.
Bridgeport Area Manpower Information Systems Project. Final rept.
30 Jun 76, 70p Executive Summary available from PROJECT SHARE
PB-256 315 *Available NTIS*
PC$8.00/MF$3.50

The manpower information systems project in Bridgeport, Conn., is described. The primary objective of the project was to specify the functions of a manpower system within the Bridgeport labor market and design an integrated management information system that could support and facilitate the management of these functions. An automated manpower management information system has been developed to replace the first generation manual system for the Bridgeport Comprehensive Employment and Training Act (CETA) prime sponsor. Features of the automated system are detailed. Necessary records for the system are generated around two centers, the individual client and the service unit. Principal types of evaluation measures in the system relate to program inputs, processes, outputs, and impacts. The methodology employed in system operation is outlined, and five system objectives are identified: (1) to measure the achievement of goals; (2) to consider long term effects of a program on its target population; (3) to compare pretreatment measures with one or more posttreatment measures to determine the gross change experienced by the subject of intervention; (4) to obtain an estimate of the net effect of a program and make provisions for separating the effect of program intervention from changes that would occur without program intervention; and (5) to focus on the effect of persons who actually participate in CETA. A survey of the labor market in Bridgeport is reported. A unit-share model for use in describing the economic performance of an urban area and an automated economic index generator for the Bridgeport area are described. Linkages between components of the labor market and the manpower information system are discussed. Figures are provided in support of the discussion.

Sessions, Joan T. and Williams, Rene Y.
Center for Human Services, Cleveland, OH.
Management Information System Manual.
Jun 78, 152p
SHR-0002849 *Available NTIS*
PC$14.00/MF$3.50

This manual describes the structure and operation of the Management Information System (MIS) designed for the Center for Human Services in Cleveland, Ohio. The manual is intended both for those engaged in processing data for the system and for those who wish to understand the output reports. A management information system is a systematized method for collecting, recording, classifying, and reporting information about consumers and agency management. A complete system contains six major types of information: planning, case movement (service process), service utility, time utilization, outcome evaluation, and financial information. The MIS is designed to interface with the Financial Reporting System, and represents revisions requested by the center. The objective of the MIS is to provide information to meet the following needs: (1) an information base to plan and budget for function, manpower, and staff development, for supervising and managing service operations, for analyzing service operations at the unit-and worker-levels, and for analyzing, planning, and measuring the delivery of services to consumers; (2) the accountability reporting requirements of United Way

services, government funding agencies, private funding agencies, and the public; (3) an operating basis as a service provider for government and other third party purchase of service contracts; and (4) the consolidated operation of the center. The major emphasis of the MIS is on providing information required for the internal management and operation of the center, such as information required on special reports for outside funding organizations. Samples of the input sheets and the output reports are presented, along with descriptions of procedures to be followed for their preparation. The kinds of reports represented here include time, service activity, service process and disposition of application, planning information, and attendance and enrollment. Exhibits and flow charts are included.

South Carolina State Dept. of Social Services, Columbia. Office of Child Development.
Appalachian Regional Commission, Washington, D.C.
OCD Information System.
Jan 76, 55p
SHR-0000708 *Available NTIS*
PC $8.00/MF $3.50

The development of a computerized information system regarding day care centers for the South Carolina Office of Child Development (OCD) is described. The system was developed in six phases, beginning with approval by the South Carolina Department of Social Services and the State Budget and Control Board in May 1975. Phase II consisted of a comprehensive study of the problems and needs associated with the administration of publicly supported day care centers, leading to a general design for an integrated information system. Three data collection instruments were developed in the third phase: the client/guardian record, the center record, and the employee record. Phase IV involved seeking the acceptance, cooperation, and approval of the OCD Information System by day care centers. The implementation of the system was completed in phases V and VI. It is concluded that, with the OCD Information System, the existing staff can become more productive; without the information system, maintaining client information requires additional time, both clerical and professional, to collect and process inquiries and make case service determinations. Without the OCD Information System, the risk of inaccurate and duplicate information is found to be greater. Sample printouts generated by the system are included. Portions of this document are not fully legible. *See also User's Manual, SHR-0000881.*

South Carolina Univ., Columbia. Computer Services Div.
South Carolina State Dept. of Social Services, Columbia. Office of Child Development.
Management Information System. User Manual.
Apr 76, 51p
SHR-0000881 *Available NTIS*
PC $8.00/MF $3.50

A manual for use by the South Carolina Office of Child Development (OCD) Management Information System is provided. The information in the system is based on three forms concerning day care centers: the center form, the employee form, and the client/guardian form. Input procedures for each

of these forms are detailed. Update procedures are outlined for identification changes and other changes, and update guidelines are included. Job/occupation, county, termination, hospitalization, treatment, and disease codes are provided. Definitions are given of terms pertinent to day care centers. A description of the development of the OCD Information System is contained in a separate volume. *See also related document, SHR-0000708.*

Temple Univ., Philadelphia, Pa. School of Social Administration.
Social and Rehabilitation Service, Washington, D.C.
Management Information Systems and the United Services Agency. Monograph VII of United Services Agency Evaluation Project. Final rept.
Oct 77, 47p Executive Summary available from PROJECT SHARE
SHR-0002477 *Available NTIS PC $6.50/MF$3.50*

The coordination and integration of information are discussed as important aspects of service integration in the United Services Agency (USA) demonstration project in Pennsylvania. The report is the seventh in a series of 10 monographs on the USA. Three contextual factors serving as serious contingencies in management information system (MIS) development by the USA include the USA's limited demonstration status, rapid program growth, and shifting external demands for data. To establish an MIS, the administration needs clarity in the system's objectives, power and resources to implement, and control of technical considerations such as expertise. There is a fundamental tension between the need for complete and accessible data on the one hand and concerns for privacy and confidentiality on the other. Ethical, procedural, and technical safeguards over information are necessary. The ultimate utility of the USA's management information system is unknown. Advances were made in the specification of technology but consistent patterns of management and staff utilization did not develop. A list of references is provided. *One of series on third and final phase of the evaluation of United Services Agency. See also phase 1 Rept., SHR-0001616; Phase 2 Rept., SHR-0001545; Phase 3 Rept. Series, Monographs 1 - 6, SHR-0002471 — SHR-0002476, Monographs 8 - 10, SHR-0002478 — SHR-0002480.*

Zimmerman, Edward K.
Evolution of the Domestic Information Display System: Toward a Government Public Information Network.
1980, 13p
SHR-0006759 *Pub. in Review of Public Data Use v8 n1 p69-81 1980.*

The achievements of the domestic information display system (DIDS) are reviewed, and suggestions for its future development are offered. DIDS, a statistical delivery and display project, was designed to deliver small-area data in the form of statistical maps to policymakers in government, using an interactive, full-color, high-resolution display system. Census tract, county, congressional district, and State statistics from Federal agencies are portrayed against digitized geographical boundaries from the census by means of a computer-driven display system originally developed for study of satellite

data. The DIDS project aims to distinguish itself from previous similar efforts by creating an institutional means of dissemination and exchange of statistical information that will serve both the legislative and executive branches of government, surviving changes of administration. It is believed this can be done through careful matching of concepts, institutions, and technology. This report includes a detailed discussion of each of these components and indicates where further research on goal definition and planning might be valuable; further, a rationale is provided for the establishment of a government public information network. Notes, references, and graphic data are provided. *An earlier version of this paper was submitted to the Fourth International Symposium on Computer-Associated Cartography, November 1979.*

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